

RESPONSIBILITIES & RIGHTS

▶ RESPONSIBILITIES AND RIGHTS

YOU ARE RESPONSIBLE FOR:

- Paying your bill by the due date
- Letting us know, before we disconnect your service, if you cannot pay your natural gas bill
- Telling us if your household contains natural gas appliances that are critical to the health of a household member

YOU HAVE THE RIGHT TO:

- Seek help paying your natural gas bill.
The community agencies you contact will determine if you are eligible for low income energy assistance. Our customer representatives can provide information about community resources or you can call the agencies directly
 - Dickson County, call the Highland Rim Economic Corporation at 931.289.4101
 - Davidson County, call the Metropolitan Action Commission at 615.862.8860
 - Other Tennessee counties served by Piedmont Natural Gas, call the Mid-Cumberland Community Action Agency at 615.742.1113 or 615.742.1137
- Ask us about alternative payment arrangements, if you are temporarily unable to pay your natural gas bill. Under the terms of the agreement, you give up your right to dispute the amount due under the agreement. If you do not fulfill the terms of the agreement, we may disconnect your

natural gas service without offering you a new payment agreement

- Question whether a monthly bill is correct. If warranted, we will adjust your bill

IF YOU FEEL YOUR BILL IS INCORRECT:

- Please visit or call 1.800.752.7504 immediately. If you do not question one month's bill within 15 days of the bill date, we will conclude that your bill is correct
- If you feel a disconnection notice is in error, please use the Analyze Your Bill tool at piedmontng.com and notify us through that address, or call us at 1.800.752.7504
- Contact the Tennessee Regulatory Authority's Complaint Division, 460 James Robertson Parkway, Nashville, Tennessee 37219 (615.741.3939 or 1.800.342.8359) to appeal an unfavorable decision. Contact the TRA before the net due date if you are disputing a disconnection notice. We will not disconnect service for nonpayment of the disputed portion of a bill while it is being reviewed. Your right to appeal will not expire if delay on our part makes it impossible to contact the TRA within the required time period. You have the right to suspend payment of the disputed portion of a bill while the dispute procedures mentioned above are in progress

Please visit piedmontng.com for a Spanish version of this bill insert.

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CUSTOMER RESPONSIBILITIES & RIGHTS



www.piedmontng.com | 1.800.754.7502

RESPONSIBILITIES & RIGHTS

This document is an explanation of your responsibilities and rights as a Piedmont Natural Gas (Piedmont) customer in Tennessee. The Tennessee Regulatory Authority (TRA) has authorized these procedures to ensure customers are treated fairly and are well advised. If a problem with your natural gas service or bill arises, please contact Piedmont as soon as possible. The information below relates to disconnection of service for nonpayment of a deposit or a delinquent account and natural gas safety.

▶ REASONS FOR DISCONTINUING SERVICE

The TRA has authorized Piedmont to discontinue or refuse to supply natural gas service on the following terms:

WITHOUT NOTICE

- If Piedmont finds that a hazard exists
- If a customer's use of equipment adversely affects Piedmont's service
- If there is evidence of tampering with Piedmont's equipment or unauthorized use of natural gas

WITH NOTICE

- If a customer violates or fails to comply with Piedmont rules and regulations on gas supply
- If a customer fails to fulfill obligations for service, subject to TRA regulations
- If a customer fails to provide reasonable access to Piedmont's equipment
- If a customer has not paid a delinquent account
- If a customer fails to pay a deposit when required

▶ PAYING YOUR BILL:

Each month, pay the NET AMOUNT by the DUE DATE shown on the bill. After the due date, pay the GROSS AMOUNT, which is 5 percent higher than the NET AMOUNT.

▶ DISCONNECTION OF SERVICE

If your bill is past due or you do not pay a required deposit, Piedmont will:

- Mail you a written notice that gas service will be disconnected unless the past due balance is paid before the expiration date shown on the notice. The expiration date is seven days after Piedmont sends the notice
- Disconnect service if the bill is not paid by the due date

▶ THIRD-PARTY NOTIFICATION

At your request, Piedmont will send a copy of a disconnection notice to a designee of your choice. This service helps prevent disconnection by alerting your designated third party of a possible problem. You are still responsible for paying your bill. If you would like more information on third-party notification, please visit piedmontng.com or call us at 1-800-752-7504.

▶ MEDICAL EMERGENCIES

Piedmont will delay disconnection of natural gas service for 30 days if a physician, public health officer or social service official certifies in writing that discontinuing natural gas service will worsen an existing medical emergency for you or another permanent resident of the premises

where services are rendered. Please contact us for information on requesting a 30-day medical extension. A prompt request is important.

▶ LIFE-SUPPORT DEVICES

Piedmont will not disconnect service at an address if you have natural gas appliances that are critical to maintaining the health of one or more residents. Please visit piedmontng.com or contact us for full information on criteria used to determine whether a natural gas appliance is considered a life-support device.

If you have additional questions, please contact us or the TRA. Thank you for allowing us to serve you.

▶ REINSTATING SERVICE

If natural gas service is disconnected for nonpayment, service will be restored if you:

1. Pay the total amount past due
2. Pay a reconnection charge
3. Pay a deposit